

WHAT IS CLAIMED:

1. A customer activated device for use by a customer in an establishment to provide an indication to service personnel that the customer desires service, comprising:

a) a plurality of manually actuatable service requesters

5 disposed at a plurality of locations within said establishment,

Sub 1
each of the plurality of manually actuatable service requesters including a transmitter for transmitting at least one signal, specific to the corresponding service requester, upon actuation by a customer, corresponding to a request for service;

10 b) a base station including a receiver and transmitter, the base station being electrically coupled to each of the plurality of manually actuatable service requesters for receiving the electric signals transmitted by the manually actuatable service requesters and sending a service request signal in response thereto;

15 c) a plurality of remote communicators electrically coupled to the base station, each of the plurality of remote communicators being associated with at least one of the plurality of manually actuatable service requesters, and at least one of the plurality of remote communicators receiving the service

request signal from the base station in response to actuation of a corresponding one of the plurality of manually actuatable service requesters, each of the plurality of remote communicators including a display for concurrently displaying a plurality of service requests;

wherein when a service request signal is received by one of the plurality of remote communicators, a service personnel associated with the corresponding remote communicator is made aware that service is requested by the corresponding one of the plurality of manually actuatable service requesters.

2. The customer activated device as defined in claim 1,

wherein the display lists the service requests in at least one of chronological and priority order.

3. The customer activated device as defined in claim 2,

wherein the display identifies the time of actuation of the corresponding one of the plurality of manually actuatable service requesters.

4. The customer activated device as defined in claim 1,
wherein each of the plurality of remote communicators includes a
memory for storing each of the requests for service from the
corresponding manually actuatable service requesters and the time
5 at which the request was made.

5. The customer activated device as defined in claim 1,
wherein each of the plurality of remote communicators displays
the current time.

SEARCHED
INDEXED
SERIALIZED
FILED

6. The customer activated device as defined in claim 1,
wherein each of the plurality of remote communicators is
configured to enable service personnel associated with a
particular pager to note whether a customer has made more than
5 one request for service in a time period.

7. The customer activated device as defined in claim 1,
wherein each of the plurality of remote communicators displays
the time each request for service was made.

8. The customer activated device as defined in claim 1,
wherein each of the plurality of remote communicators provides an
indication of the difference between a current time and a time
when a request for service was made.

9. The customer activated device according to claim 8,
wherein the indication of the difference between the current time
and a time when a request for service was made is the real time
since the last request for service by the customer.

10. The customer activated device as defined in claim 1,
wherein each of the plurality of remote communicators provides an
indication as to which of the plurality of manually actuatable
service requesters are associated with the corresponding remote
communicators.

11. The customer activated device as defined in claim 1,
wherein the base station associates at least one of the plurality
of manually actuatable service requesters with at least one of
the plurality of remote communicators.

12. The customer activated device as defined in claim 1,
wherein if at least two requests for service are identified by
the base station from a particular one of the plurality of
manually actuatable service requesters within a predetermined
5 time period, then a service request signal will not be displayed
on the display of the corresponding one of the plurality of
remote communicators.

13. The customer activated device as defined in claim 1,
wherein if at least two requests for service are identified by
10 the base station from a particular one of the plurality of
manually actuatable service requesters within a predetermined
time period, then a service request signal will be displayed on
the corresponding one of the plurality of remote communicators
with an indication of priority.

14. The customer activated device as defined by claim 13,
wherein the indication of priority includes at least one of a
flashing indicator, ordered listing, bolding on the display,
indicative marking next to the corresponding service request on

5 the display and italics of the corresponding service request on
the display.

15. The customer activated device as defined in claim 1,
wherein the base station includes a memory for storing the
requests for service by each of the plurality of manually
actuatable service requesters, the remote communicator being
associated with the manually actuatable service requesters which
5 requested service, and the time of the request for service.

16. The customer activated device as defined in claim 1,
wherein the base station associates any of the plurality of
manually actuatable service requesters with any of the plurality
of remote communicators for said request for service.

17. The customer activated device according to claim 1,
wherein the base station can dynamically change the association
of each of the plurality of remote communicators with the
plurality of manually actuatable service requesters, the dynamic
5 change of association being performed for an individual remote

communicator or manually actuatable service requester or a group of pagers or manually actuatable service requesters.

18. A customer activated device for use by a customer in an establishment to provide an indication to service personnel that the customer desires service, comprising:

a) a plurality of manually actuatable service requesters disposed at a plurality of locations within said establishment,

5 each of the plurality of manually actuatable service requesters including a transmitter for transmitting a service request signal, specific to the corresponding service requester, upon actuation by a customer, said service request signal corresponding to a request for service; and

10 b) a plurality of remote communicators, each of the plurality of remote communicators being electrically coupled to and associated with at least one of the plurality of manually actuatable service requesters, and at least one of the plurality of remote communicators receiving the service request signal from

15 at least one of the plurality of manually actuatable service requesters in response to actuation of a corresponding one of the plurality of manually actuatable service requesters, each of the

plurality of remote communicators includes a display for concurrently displaying a plurality of service requests;

20 wherein when a service request signal is received by one of the plurality of remote communicators, a service personnel associated with the corresponding remote communicator is made aware that service is requested by the corresponding one of the plurality of manually actuatable service requesters.

19. The customer activated device as defined in claim 18, wherein the display lists the service requests in chronological order.

20. The customer activated device as defined in claim 19, wherein the display identifies the time of actuation of the corresponding one of the plurality of manually actuatable service requesters.

21. The customer activated device as defined in claim 18, wherein each of the plurality of remote communicators includes a memory for storing each of the requests for service from the

corresponding manually actuatable service requesters and the time at which the request was made.

22. The customer activated device as defined in claim 18, wherein each of the plurality of remote communicators displays the current time.

23. The customer activated device as defined in claim 18, wherein each of the plurality of remote communicators is configured to enable service personnel associated with a particular remote communicator to note whether a customer has made more than one request for service in a time period.

24. The customer activated device as defined in claim 18, wherein each of the plurality of remote communicators displays the time each request for service was made.

25. The customer activated device as defined in claim 18, wherein each of the plurality of remote communicators provides an indication of the difference between a current time and the time when a request for service was made.

26. The customer activated device according to claim 25, wherein the indication of the difference between the current time and a time when a request for service was made is the real time since the last request for service by the customer.

27. The customer activated device as defined in claim 18, wherein each of the plurality of remote communicators provides an indication as to which of the plurality of manually actuatable service requesters are associated with the corresponding remote communicator.

28. The customer activated device as defined in claim 18, wherein if at least two requests for service are identified by a corresponding one of the plurality of remote communicators from a particular one of the plurality of manually actuatable service requesters within a predetermined time period, then a service request signal will not be displayed on the display of the corresponding one of the plurality of remote communicators.

5

29. The customer activated device as defined in claim 18,
wherein if at least two requests for service are identified by a
corresponding one of the plurality of remote communicators from a
particular one of the plurality of manually actuatable service
5 requesters within a predetermined time period, then a service
request signal will not be displayed on the display of the
corresponding one of the plurality of remote communicators with
an indication of priority.

30. The customer activated device according to claim 29,
wherein the indication of priority includes at least one of a
flashing indicator, ordered listing, bolding on the display,
asterisk next to the corresponding service request on the display
5 and italics of the corresponding service request on the display.

31. The customer activated device as defined in claim 18,
wherein any of the plurality of manually actuatable service
requesters is associated with any of the plurality of remote
communicators for said request for service.

32. The customer activated device according to claim 18,
wherein each of the plurality of remote communicators is
programmable by a user so as to be associated with any of the
plurality of manually actuatable service requesters.

33. The customer activated device according to claim 18,
wherein the association of each of the plurality of remote
communicators with the plurality of manually actuatable service
requesters is dynamically changeable, the dynamic change of
association being performed for an individual remote communicator
or manually actuatable service requester or a group of remote
communicators or manually actuatable service requesters.

50
CERTIFIED
COPIED
SEARCHED
INDEXED
SERIALIZED
FILED